

CHARLES NG'ANG'A | RECORD MANAGEMENT

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SKILLS & COMPETENCIES

communication skills | Excellent customer service skills | Strong research and analytical skills | Report writing | Presentation skills | Excellent organization skills | Professional Poise | Management skills | data security and integrity skills | Excellent interpersonal skills | Problem solving skills | Critical thinking | Team work | Google workspace skills

PROFESSIONAL PROFILE

Energetic self-starter information science graduates with keen interest in record management. Demonstrated ability to navigate the complex landscape of information management and record management, focusing on addressing information needs in diverse environments. Eager to integrate emerging technologies in information management, create dynamic and efficient information environments that meet the evolving needs of user.

PROFESSIONAL STRENGTH

- Adaptability - Adaptable professional who quickly learns and integrates new skills, ensuring versatility in tackling diverse tasks and challenges.
- Communication - Astute communicator skilled in facilitating clear and concise communication, adept at conveying complex ideas to diverse audiences, fostering successful collaboration within teams.
- Problem Solving - Analytical thinker with a proactive problem-solving approach, consistently identifying and implementing innovative solutions to ensure organizational success.

EDUCATION

Bachelor's Degree in Computing information science, 2019- 2023
Library and information science
Kenyatta University

RELATED ACCOMPLISHMENTS, ACCOLADES AND AWARDS

2022 - Certificate of Participation

Career Week, Kenyatta University

2019 - Certificate in Computer Proficiency

Kagira Memorial Computer College

VOLUNTEER ACTIVITIES

Ambassador, Kenyatta University Career Week

October 2021 - February 2022

Actively coordinated with a team of 60 ambassadors to raise awareness about the Career Week initiatives, including job fairs, networking events, workshops, and seminars that connected students with potential employers, provided career-related resources, and offered opportunities for their professional development.

MEMBERSHIPS

Member of Kenya Library Association (KLA)

SUMMARY OF WORK EXPERIENCE & SKILLS

Job Title: Information Management Intern

July 2023 -November 2023

Regional Centre of mapping and resources for development (RCMRD) | Nairobi

Area of work: Information Resource Unit.

Main task performed

1. Ran administrative duties assigned.
2. Processed new information material, classifying and cataloguing for accessibility.
3. Managed digital and physical files and documents, including labeling, indexing, and maintaining a filing system and processed over 1000 data records and data entries.
4. Provided excellent customer service for approximately 50 individuals daily with a customer satisfaction rate of 4.5/5.
5. Coordinated customer week service for one week, contributing to the successful delivery of event resulting in the successful delivery of the event and garnering positive feedback from participants.
6. Facilitated three training sessions on information literacy to a team of 20 members, improving the information users' understanding of information access.

Job Title: Library Volunteer

Sep 5 2022 – Feb 5 2023

Kenyatta University | Nairobi

Area of work: Library department

Main task performed

1. Managed the circulation desk, efficiently handling book check-ins and check-outs, ensuring accurate record-keeping and locating resources, and utilizing online databases.
2. Manned the information desk, responding to inquiries, providing directions, and offering information about library services and resources.
3. Collaborated with library staff to support information literacy sessions, aiding in the preparation and delivery of instructional materials.
4. Assisted students with technical issues, facilitated access to digital resources, and promoted a collaborative and respectful atmosphere in Computer Lab.

Job Title: Library Intern

May- August 2022

United States International University- Africa | Nairobi

Area of Work: Library department

Main task performed

1. Participated in acquisition process, cataloguing and classification of library materials.
2. Classification and cataloguing of library materials.
3. Provided direct support to patrons, answering an average of 20 inquiries per day regarding library resources, services, and technology.
4. Assisted in the digitization of 100 rare manuscripts, expanding online accessibility and reducing physical handling, thereby ensuring long-term preservation.
5. Contributed to the planning and execution of an annual archive week event, attracting an average of 50 attendees per day in five days.

ACHIEVEMENTS

Led a successful 5-day Customer Service Week at RCMRD library, bringing the team closer to the library. Taught a special Information Literacy Session to 20 team members, improving their skills.